



TERMS AND CONDITIONS

Definitions

In these **Terms and Conditions**:

- **"Azure"** means **Azure Wedding Cars**, the trading name of **Dan Goodrum**.
- **"Azure"** includes circumstances where one of its cars is being driven by **Dan Goodrum** or one of his **Associates**.
- **"Associate"** means a hand-picked driver chosen by **Dan Goodrum** to drive one of his cars for weddings. These **Associates** are selected because they meet **Azure's** exacting standards for driving skills and customer service.
- **"Customer"** means any individual receiving services from **Azure**.
- **"Vehicle"** means any motor car **Azure** uses for carrying out services.
- **"Services"** means bespoke wedding services provided by **Azure**.
- **"Booking"** means the reaching of an agreement between **Azure** and the **Customer** for services.
- **"Event"** means the day(s) agreed for services to be provided.

General

- These **Terms & Conditions** constitute the **entire agreement** between the parties and supersede any previous agreement or understanding. They may not be varied except in **writing** between the parties. All other terms and conditions, whether expressly implied by statute or otherwise, are excluded to the **fullest extent permitted by law**.
- These **Terms & Conditions** shall be **governed by and construed exclusively** in accordance with **English law**. The **Courts of England** shall have **exclusive jurisdiction** in all matters relating to them.

Bookings

- **Bookings** are confirmed by an **email from Azure** and upon receipt of a **minimum non-refundable deposit of 40%**. All **40% deposits are non-refundable**, regardless of the circumstances of any cancellation.
- Deposits must be paid **within 14 days** of agreeing to the terms unless otherwise explicitly agreed. After this **14-day period**, the date of the **Event** will not be held for the **Customer** if the deposit has not been paid.
- The **balance due** is **payable no later than 14 days before the Event** and is **non-refundable**.
- If the full amount has been paid upfront but the **Customer** cancels more than **28 days before the Event**, the **Customer** will receive a refund minus **40% of the full quoted original price** and any costs incurred by **Azure** in connection with the **Booking**. If the **Customer** cancels **within 28 days of the Event**, they will not be entitled to any refund.
- The **Customer** is responsible for ensuring that all **Booking** information, including dates, times, and addresses, is correct. **Azure** will not be liable for any losses or claims arising from incorrect information.
- **Azure** may accept last-minute **Bookings** within **14 days of the Event**, but **full payment** will be required at the time of booking.

Services and Limitations

- In the **unlikely event of a breakdown prior to the Event**, Azure will endeavour to supply an **alternative vehicle** of similar specifications. If no suitable replacement is available, a **full refund** will be offered.
- If a **breakdown occurs on the day of the Event**, Azure will arrange a **standard private hire vehicle** and cover the cost. The **Customer** may request a **refund for the original vehicle hire**, but **Azure** will not be liable for any further claims or losses.
- **Azure reserves the right** to substitute a vehicle of **equal or better standard** than the one booked. If the **Customer** is not satisfied with the replacement, they may request a **full refund**.
- In **severe weather conditions** that make travel unsafe, **Azure** reserves the right to cancel the service and provide a **full refund**. **Azure** will not be liable for any further losses.
- **No food or drink** is allowed in the **Vehicle** unless prior consent has been given by **Azure**.
- **Smoking, including e-cigarettes and vapes, is strictly prohibited** in all **Azure** vehicles.
- Customers may request a specific **Azure** chauffeur; however, all chauffeur allocations are at **Azure's discretion**. Due to existing commitments and the dynamic nature of bookings throughout the year, **no specific chauffeur can be guaranteed** until nearer the **Event**. Customers will be **informed of their chauffeur allocation at least one week before the Event**.
- **Azure's chauffeur** will determine the **best route** based on experience, road conditions, and navigation systems. Any **Customer-requested route** that increases mileage or time may incur **additional charges**.
- **Azure's chauffeur** will drive at a **safe and legal speed**. **Azure** is **not liable for any delays or consequential losses** resulting from traffic or other unforeseen circumstances.
- Any **last-minute amendments** to the booking on the day of the **Event** are subject to **Azure's discretion** and may incur **additional charges**.
- The **Customer is responsible** for the **conduct of all passengers**. Any **damage** to the **Vehicle** caused by passengers will incur a **minimum charge of £300**.
- **Anti-social behaviour, violence, intimidation, or vandalism** will result in **immediate termination** of the service, and the incident will be reported to the **police**. No refund will be given.
- **Azure is not responsible** for any **loss or damage to personal property** left in the **Vehicle**.

Additional Terms

- **No additional charges** will be applied **unless extra services** are requested on the **day of the Event**. These will be charged at the **quoted rate** at that time.
- **Seatbelts must be worn at all times**. **Azure is not liable** for any injury resulting from a failure to wear a seatbelt.
- The **Customer is responsible** for ensuring that **adequate and legal parking** is available at each venue. The parking space must be **at least twice the length of the Vehicle**.
- Any **changes to locations** from those stated in the **Booking confirmation** that incur extra mileage or time **may be charged for**.
- The **number of passengers** must **not exceed the seating capacity** of the **Vehicle**.
- **Azure and its chauffeurs** have the **right to refuse** to carry any passenger who is intoxicated, behaving in an unsafe manner, or compromising the safety of the **Vehicle**.

These **Terms & Conditions** ensure transparency and fairness for all parties. By confirming a **Booking**, you acknowledge that you have read, understood, and agreed to these **Terms & Conditions**.

PRIVACY POLICY

Azure is registered with the **Information Commissioner's Office (ICO)**. The **Data Protection Controller** for Azure is its proprietor, **Dan Goodrum**, who shall, so far as is reasonably practicable, comply with the **Data Protection Act 2018** and the **UK General Data Protection Regulation (UK GDPR)** to ensure that:

- All data is processed in a **lawful, fair, and transparent** way.
- Individuals' **rights are upheld** in relation to their personal data.
- Azure is **accountable** for the way in which it uses data.
- Data is held **securely**, and any breaches are **managed correctly**.
- The policy is **kept up to date** with the latest best practices.

Full details about these matters can be found on the ICO website: <https://ico.org.uk/for-the-public/>.

Data Collection and Processing

Azure is required to process relevant personal data regarding **customers, intermediaries (such as wedding venues who refer customers to Azure), and suppliers**. The lawful basis for processing this data is outlined below:

Customers

Lawful Basis for Processing

- **Contract:** The processing is necessary to fulfil a contract with a customer or because they have asked Azure to take specific steps before entering into a contract. This applies when Azure receives an enquiry, communicates with potential or confirmed customers, agrees on contract terms, and delivers the service.
- **Legitimate Interests:** The processing is necessary for Azure's legitimate business interests, including:
 - Taking photographs for promotional purposes, including **publishing them with first names only** in literature, social media, and the website. These photographs demonstrate Azure's breadth of expertise and the quality of service provided.

Data Collected via Enquiry Forms

When a customer submits an enquiry via Azure's website, Azure collects and processes the following personal data:

- Name
- Email address
- Telephone number
- Details of the wedding or event (such as date, location, and specific requirements)

The lawful basis for processing this data is **Contract**, as it is necessary to respond to the enquiry and take steps towards entering into a service agreement. If a customer proceeds with a booking, this data forms part of the contractual relationship.

Intermediaries

Lawful Basis for Processing

- **Contract:** The processing is necessary for a contract Azure has with an intermediary or because they have asked Azure to take specific steps before entering into a contract. This applies when Azure communicates with potential or confirmed intermediaries to agree on contract terms and deliver the service.
- **Legitimate Interests:** The processing is necessary for Azure's business interests, including taking and publishing promotional photographs with first names only to demonstrate its expertise to potential customers and intermediaries.

Suppliers

Lawful Basis for Processing

- **Contract:** The processing is necessary for a contract Azure has with a supplier or because they have asked Azure to take specific steps before entering into a contract. This applies when Azure communicates with suppliers to arrange bookings and fulfil contractual obligations.

Data Sharing

In certain circumstances, Azure uses **Associate Drivers** to drive its cars. When they are used, they are only provided with the **essential information** required to deliver the service (such as **name, address, phone number, and timings**). This information is **destroyed once the job has been performed**.

Data Retention Policy

Azure retains personal data only for as long as necessary to fulfil its business obligations and comply with legal requirements:

- **Enquiry Data (where no booking is made):** Retained for **up to 12 months**, after which it is securely deleted unless the customer requests continued communication.
- **Customer Data (where a booking is made):** Retained for **6 years** from the event date to comply with legal, tax, and insurance obligations.
- **Intermediary and Supplier Data:** Retained for **6 years** from the date of the last interaction, in line with business and contractual requirements.
- **Associate Driver Data:** Retained **only for the duration of the booking** and securely deleted once the job is completed.

After these periods, all personal data is **securely erased**, unless further retention is required for legal claims or regulatory compliance.

Marketing Communications

Azure does **not** send unsolicited marketing communications. Customers who submit an enquiry will **only** receive correspondence relevant to their enquiry. If a customer proceeds with a booking, Azure may contact them for **follow-ups related to their booking or to request a testimonial**.

Azure will only send **promotional communications** if the customer has given **explicit consent**. Customers may **withdraw consent at any time** by contacting Azure at:

 dan@azureweddingcars.co.uk

Access to Personal Data

Under the **UK GDPR**, individuals have the right to request access to their personal data. Any such requests should be sent to the proprietor of Azure:

 dan@azureweddingcars.co.uk

Azure will respond to such requests **within one calendar month**, in accordance with data protection laws.

Data Security

Azure is committed to ensuring that personal data is kept **secure**. Appropriate **technical and organisational** measures are in place to protect against **unauthorised access, loss, or misuse** of data. If Azure becomes aware of a data breach that is likely to result in a risk to individuals' rights and freedoms, it will notify the ICO and affected individuals **without undue delay**.

Policy Updates

This Privacy Policy may be updated from time to time to reflect changes in **legal requirements** or **business practices**. The latest version will always be available on **Azure's website**.

For any questions regarding this policy, please contact:

 dan@azureweddingcars.co.uk